

Provider Network Development

July 26, 2006

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Purpose

- ☐ Information Managed Care Organization (MCO) managers and administrators need to develop provider network capacity and systems
- ☐ Not training for network developers



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Background

- ☐ County fee-for-service waiver programs must contract with all qualified providers
- ☐ MCOs can limit their provider "network"
- ☐ Benefits of a defined provider network
 - MCO must have adequate number of and types of providers



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Provider Network Developer Background and Skills

- ☐ Knowledge of provider types
- ☐ Sales, marketing, and negotiation
- ☐ Conflict management and facilitation
- ☐ Interpersonal skills
- ☐ Verbal and written communication
- ☐ Legal background helpful
- ☐ Experience with contract development
- ☐ Self motivated
- ☐ Confident and assertive



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Negotiating Rates

- ☐ Medicaid rate
 - Learn Medicaid system
- ☐ Rates based on service type
 - Current market rate for service
- ☐ Preferred provider
- ☐ Request for Proposals (RFP)
- ☐ Choice in network
 - Ensuring rates are similar



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Process for Rate Change Request

- ☐ Rate request form
- ☐ Utilization trending
- ☐ Seek care manager input into level of satisfaction with provider
- ☐ Review past claims history
 - Any denial claims?
 - Is provider billing appropriately?
- ☐ Face to face meeting with provider



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Service Authorization Review

- ☐ Are rates included on authorizations?
- ☐ Is provider in provider network?
- ☐ Utilization – services and providers
- ☐ Are effective dates appropriate?



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Contract Procurement

- ☐ Finding providers
 - Identify existing and potential development needs
 - Establish a network of providers
 - Explain what Family Care can do for provider
 - Richland provider network service specific (211)
- ☐ Establish resources
 - Develop resource tracking
 - Look at what others are doing (including other states)
- ☐ Defining contract elements
 - Addendum specific to provider type



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Contract Management

- ☐ Quality regulator and enforcer
 - Develop quality program
 - Work with BOA for regulated providers
- ☐ Provider handbook development
- ☐ Provider fact sheets
 - Critical incident
 - Service authorization
 - Communication
 - Claims



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Provider Network Management

- ☐ Capacity
 - Utilization trending
 - Accessibility Audit (Geo and Physical)
- ☐ Geographic access
 - Geo-trending
 - Physical access
 - ADA compliant
 - Hours of operation
 - Emergency plans



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Provider Network Policies

- ☐ Provider application
- ☐ Provider disclosure questions
- ☐ Authorization and release
- ☐ Provider references
- ☐ Criminal background check



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Out-of-Network Provider Policies

- ☐ Network does not have capacity
- ☐ Network does not have special expertise, knowledge, or appropriate cultural diversity
- ☐ MCO cannot meet need on timely basis
- ☐ Geographic availability is not adequate



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Contract Requirements

- ☐ Minimum quality standards
- ☐ Development of addendums specific to service
- ☐ Measuring performance and outcomes
- ☐ Working collaboratively together in a business relationship



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Provider Quality Standards Above Regulation and Licensing

- ☐ Credentialing and re-credentialing
- ☐ Cultural competency
- ☐ Ethics
- ☐ Program integrity (fraud and abuse)
- ☐ Member safety
- ☐ Provider accessibility
- ☐ Corrective action plans
- ☐ Provider satisfaction
- ☐ Recognizing excellent performance
- ☐ Empowering members
- ☐ Minimum service standards



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Provider Quality Tools

- ☐ Claims denial tracking log
- ☐ Home modification tracking log
- ☐ Provider utilization tracking log
- ☐ Provider comment form
 - Positive and negative “comments”
- ☐ Development of new services
 - Bariatric program



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Adult Family Home Quality Project

- ☐ Member choice
- ☐ Placement
- ☐ Member autonomy
- ☐ Community presence
- ☐ Provider training
- ☐ Support, supervision, and personal care
- ☐ Physical environment and safety
- ☐ Satisfaction with CMO
- ☐ Internal workgroup



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Wisconsin Partnership Program

- ❑ Four sites in Wisconsin
 - Community Health Partnership – Eau Claire
 - Community Care – Milwaukee
 - Community Living Alliance – Madison
 - Elder Care of Wisconsin – Madison
- ❑ Populations served
 - 18-65 years old with physical disabilities
 - 55+ years old



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Elder Care Partnership

- ❑ Interdisciplinary Team Model
 - Nurse Practitioner, Registered Nurse, Social Worker, and Service Coordinator
 - Provide care and coordinate services provided by network providers
- ❑ Chief Medical Officer & Medical Director
- ❑ Performance Improvement Department
- ❑ Provider Services Manager



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Elder Care Partnership Operations

- ☐ Includes acute (hospital) and primary (physician) care
- ☐ 580 members
- ☐ 195 primary care physicians and 90 other providers
- ☐ Elder Care employs:
 - Supportive home care and personal care workers
 - Occupational and physical therapists
 - Transportation drivers
 - Dentist & dental hygienist



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Unique Aspects of Elder Care Provider Network Development

- ☐ Provider Services Manager position requires knowledge of health care and clinic management, and experience working with physicians
- ☐ Chief Medical Officer involvement
- ☐ Support from senior management



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Unique Aspects of Elder Care Provider Network Development

- ☐ Contracts with all major health care providers in Dane County
- ☐ Look for providers who offer special services
- ☐ Good enrollment projection data and geo-mapping necessary in other counties



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Out of Network Providers

- ☐ Participant-specific Memorandum of Understanding (MOU)
- ☐ Time-limited arrangements



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Provider Quality

- Long-term care providers take up more time than other provider types
 - CBRF – consistent expectations, training
 - SNF Nurse Practitioner



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Provider Contracts

- Approach all providers as potential partners, not as payers
- Importance of trusting relationship
 - Withdrawals from the “trust” bank



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Future Webcasts

- ☐ Business Systems
- ☐ Suggestions for future briefing topics welcome, please contact Elizabeth Childers at:
ChildEA@dhfs.state.wi.us



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Save the Date

- ☐ Riding the Wave of LTC Reform Conference
 - October 9-11, 2006
 - Chula Vista Resort, WI Dells



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Listserv

- ❑ A listserv for planning grantees and other members of the public interested in managed long-term care expansion has been deployed
- ❑ Sign up for the listserv at this website:
<http://dhfs.wisconsin.gov/ltcare/rfi/Listserv.htm>



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Future Questions

- ❑ If questions arise as you are viewing the recording of this presentation, please submit them to Elizabeth Childers at:
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